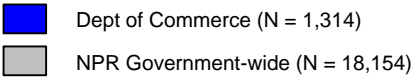


DEPARTMENT OF COMMERCE

Percentage of Respondents who Agree or Strongly Agree

Department of Commerce
NPR Item Comparisons



DEPARTMENT OF COMMERCE

Percentage of Respondents who Agree or Strongly Agree

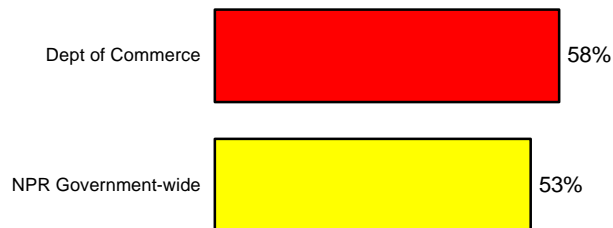
1. There are service goals aimed at meeting customer expectations.



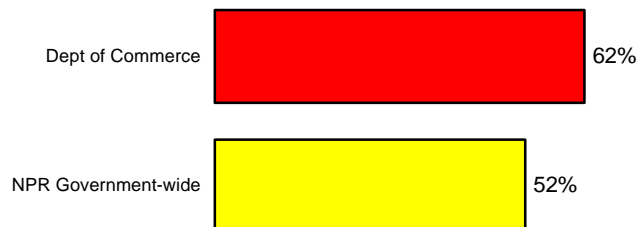
2. There are well-defined systems for linking customers' feedback and complaints to employees who can act on the information.



3. Managers communicate the organization's mission, vision and values.



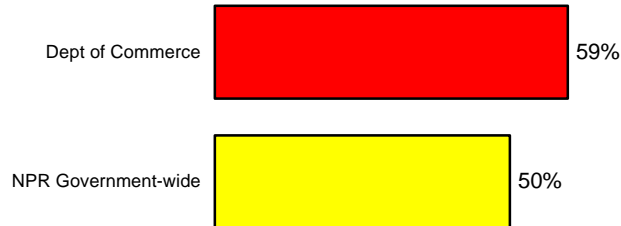
4. My immediate supervisor has organized our work group effectively to get the work done.



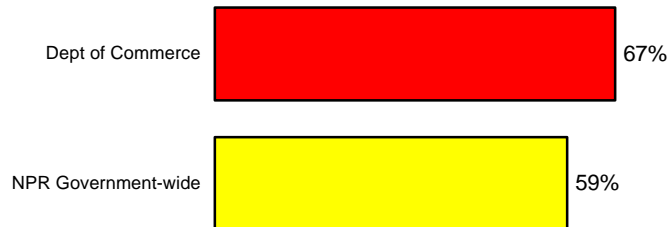
DEPARTMENT OF COMMERCE

Percentage of Respondents who Agree or Strongly Agree

5. At the place I work, my opinions seem to count.



6. A spirit of cooperation and teamwork exists in my immediate work unit.



7. Teams are used to accomplish organizational goals, when appropriate.



8. Employees are rewarded for working together in teams (for example, performance ratings, cash awards, certificates, public recognition).



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Percentage of Respondents who Agree or Strongly Agree

9. Employees in different work units participate in cross-functional teams to accomplish work objectives.



10. Recognition and rewards are based on merit.



11. Creativity and innovation are rewarded.



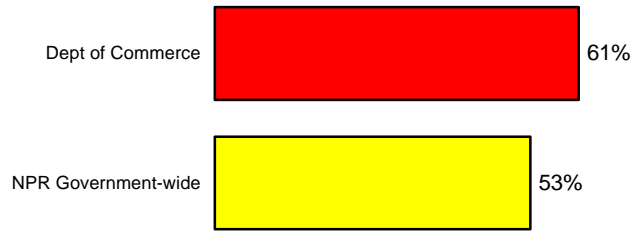
12. Employees receive training and guidance in providing high-quality customer service.



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Percentage of Respondents who Agree or Strongly Agree

13. Employees receive the training they need to perform their jobs (for example, on-the-job training, conferences, workshops).



14. Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability) are respected and valued.



15. Supervisors/team leaders understand and support employees' family/personal life responsibilities.



16. My organization has made reinvention a priority (for example, working smarter and more efficiently).



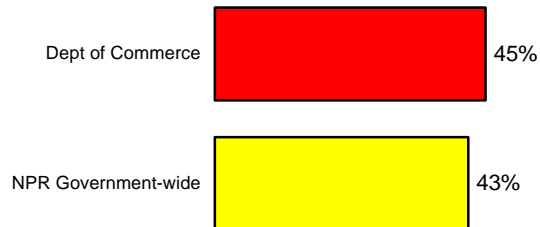
DEPARTMENT OF COMMERCE

Percentage of Respondents who Agree or Strongly Agree

17. In the past 2 years, the productivity of my work unit has improved.



18. In the past 2 years, I have been given more flexibility in how I accomplish my work.



19. Employees are required to report the hours they work on a daily basis.*



20. Corrective actions are taken when employees do not meet performance standards.



*For #19, the percent favorable indicates the percentage of respondents disagreeing or strongly disagreeing with the item.

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Percentage of Respondents who Agree or Strongly Agree

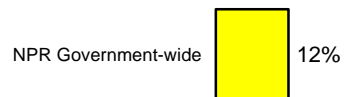
21. Management and the union(s) work cooperatively on mutual problems. (If you don't know, leave this item blank.)



22. Has your organization simplified travel regulations?



23. Has your organization streamlined the process for hiring employees?



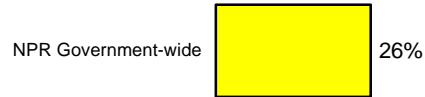
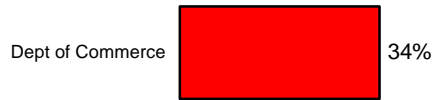
24. Has the use of government credit cards for small office purchases been implemented in your organization?



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Percentage of Respondents who Agree or Strongly Agree

25. Are you clear about how "good performance" is defined in your organization?



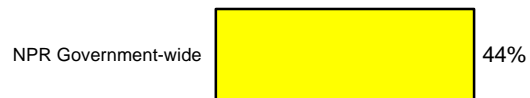
26. Do you have electronic access to information needed to do your job?



27. Is the use of Plain Language writing being emphasized in your workplace? (If you don't know, leave this item blank.)



29. How satisfied are you with your involvement in decisions that affect your work?

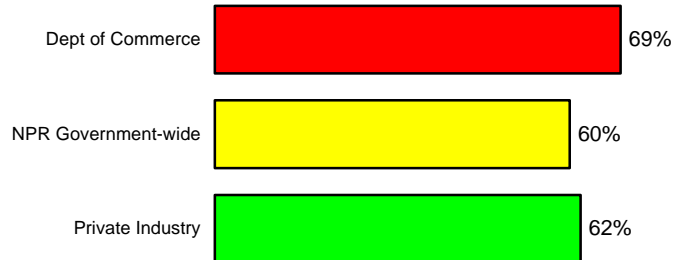


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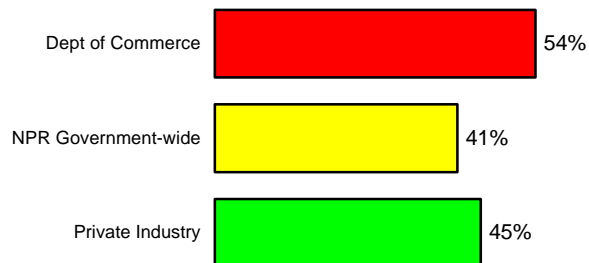
Percentage of Respondents who Agree or Strongly Agree

COMPARISON WITH PRIVATE INDUSTRY NORMS

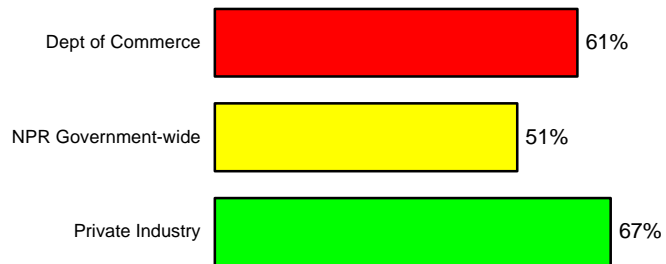
28. Considering everything, how satisfied are you with your job?



30. How satisfied are you with the recognition you receive for doing a good job?



31. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?



32. How would you rate the overall quality of work being done in your work group?

